

managers, analysts, and leads needed to support its asset management objectives, in formats that supported effective executive and operational decision making.

Original Solution: Diverse business user needs tempted IT service providers to create a piecemeal response to requests from individual business units. While some pieces of the solution were effective, they were not well integrated and did not support a comprehensive, enterprise wide vision of asset management issues.

New Approach: Created a data warehouse and presentation and analysis tools to give managers at all levels across the department access to a single trusted information source. Proved concept using data and business requirements related to water distribution; now moving to expand functionality to include other areas of business.

Success Measures: Business managers use and trust information from AIMS. Redundant, overlapping technology solutions are avoided. Information from AIMS supports asset management decisions which:

- Avoid unnecessary investments
- Lead to selection of less expensive investment alternatives
- Identify unnecessary maintenance activities
- Extend life of physical assets
- Improve operational efficiency based on improved asset and process information
- Reduce negative customer impacts from projects

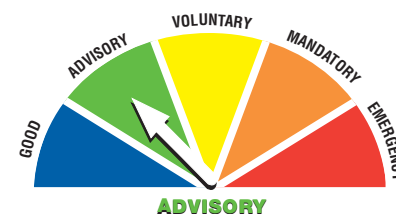
Employees are better satisfied with the data they have to make decisions.

Future technology projects successfully follow AIMS model and use AIMS foundation.

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Water Supply Outlook

Our water supply situation is fair, and we continue to be cautious about our water supply. Reservoir inflows and unregulated tributary streamflows have been at very low levels now that what little snowpack we accumulated during the winter and early spring (about 25 percent of normal snowpack as measured on April 1) has completely melted off about a month and a half earlier than normal. However, last week's unsettled weather in the Puget Sound region and Cascade Mountains added about 2.3 inches of precipitation to the Cedar watershed, and 3.3 inches in the S.F. Tolt watershed. This has helped improve streamflow levels in the short term. Regulated streamflows in both the S.F. Tolt and Cedar rivers downstream of our reservoirs are being held slightly above guaranteed normal minimum levels for this time of the year. Chester Morse Lake is at elevation 1562.0 feet, up approximately 0.8 feet from last week, and about 2.6 feet above its long-term average (based on the years 1989 to 2004) for this time of the year. The South Fork Tolt Reservoir is at elevation 1760.7 feet, up about 0.8 feet from last week, and 1.4 feet below its long-term average. Water consumption for the 7-day period ending May 22 averaged approximately 112 mgd. That is significantly less than the 154 mgd consumed during the same period last year, and less than the average of 148 mgd used during the same period over the years 1994-2000.

The city's water shortage advisory remains in effect for now and the utility is urging people to continue taking common-sense steps to prevent

waste and to improve conservation. Measures taken since March 16 have resulted in a noticeable decrease in water use. To learn more about saving water, please visit www.savingwater.org.



Water Quality Technical Forum Report

Chlorine Residual and Coliform Data from April 2005

There were no positive coliform samples in purveyor areas during April 2005. Average chlorine residual concentrations in the purveyor distribution systems ranged from 0.3 to 1.0 mg/L, with an overall average of 0.7 mg/L. The target chlorine residual at the Tolt Treatment facility is 1.5 mg/L and the Cedar target residual is 1.4 mg/L.

Taste and Odor

The taste and odor panel is now meeting every week. Samples are rated on a scale from 1 to 9, with 1 representing the best and 9 representing the worst. The taste and odor flavor rating assessment (FRA) for the most recent Cedar supply (Lake Youngs treated) sample was 2.4 and is described as slightly chlorinous and plastic. The Tolt supply was 2.3 with a chlorinous taste. If you would like to receive a weekly update of the taste and odor panel results, please e-mail Moya Joubert at moya.joubert@seattle.gov.

Lead and Copper

The first round of lead and copper samples for 2005 is being collected February through May. Complete results will be available no later than June 10. The next round of samples will be

collected in the second half of the year. Starting this year, there are four separate compliance areas for the Lead and Copper Rule: Cedar wholesale customers, Tolt wholesale customers, City of Bellevue service area, and City of Seattle service area. This change was made at the request of the Department of Health and is based on the normal source of supply to each area. Preliminary results for all four compliance areas are available, and it appears each sub-region will meet the lead and copper action levels.

Annual Water Quality Reports

All wholesale customers should have the necessary information from SPU for the annual consumer confidence reports. Reports are due July 1. SPU's report for this year is now available on the web.

Chester Morse Lake

The algae Uroglena has again bloomed in Chester Morse Lake (part of the Cedar supply). So far the taste and odor associated with this bloom are not as significant compared to 2003. The ozone at the Cedar Water Treatment Facility has been reducing the FRA to less than 3 since it began operation in August 2004.

SPU Contact: Wylie Harper, 206 684-7880 or Lynn Kirby, 206 684-0216.



Conservation Technical Forum

On the web at <http://www.savingwater.org>

Stakeholders Applaud Conservation Programs During Water Shortage Advisory

The Advisory Stage of SPU's Water Shortage Contingency Plan requires establishing a stakeholder advisory committee to review the situation and give feedback on SPU's response. An advisory committee of wholesale customer, industry, environmental and agency interests had met three times since SPU declared a water shortage advisory. As part of these meetings, our existing and possible additional conservation activities have been presented and reviewed. We've been very pleased with the positive feedback received from all stakeholders. Our

efforts are considered quite comprehensive and adaptive to the present situation. So much so that the advisory committee recommended against adding more messaging or program activities unless the water supply situation triggers the next stage of our shortage plan.

CONTACT: Rich Gustav, (206) 684-7591

MARKETING

WashWise 50,000 Milestone to Celebrate in Community Papers and Radio

The Wash Wise program is about to celebrate the 50,000th Rebate and will be doing so by giving some lucky person a rebate for the full cost of their machine. The seven-year-old program has been extremely successful. Typically, rebates of up to \$100 are issued depending on how energy and water efficiency of the machine is rated. Radio ads are being developed for KOMO and KING FM to let people know about the upcoming milestone and to give people a chance to win a new washer. Print ads are also being planned for the Highline Times, Mercer Island Reporter, Woodinville Weekly, and Bothell-Kenmore Reporter.

CONTACT: Cornell Amaya (206) 386-1170

YOUTH EDUCATION

New Waterbusters Game Tested by Experts

A number of fourth and fifth grade students recently tested the new draft version of the Waterbusters on-line game. New features tested included Running Tap, an obstacle to completing the game, questions which earned them bonus points for correct answers, background music and a new high score reporting system. Student 'experts' found the game to be challenging, but liked the changes and had a few suggestions to make it even better. These will be considered and a new version completed in time for summer release. The new game will be advertised beginning in July on KCPQ12 and WB22.

CONTACT: Mike Mercer (206) 684-0570

RESIDENTIAL INDOOR

WashWise Rebate Update

Through April, the WashWise rebate program has rebated 1,959 efficient clothes washers in 2005.

35% of the participants are from wholesale water areas, and 72% purchase their electricity from Seattle City Light. Rebates continue to be heavily-weighted to the most efficient (\$100 rebate) machines. CONTACT: David Broustis, (206) 684-4150

Multifamily Toilet Rebates: Too Much of Good Thing

Since December of 2004, 240 buildings have applied to replace a total of over 5,000 toilets. Since January of 2005, over 1,300 of these toilets have been installed (27% of them in wholesale water areas). A number of buildings are in a holding pattern, as the local supplier is temporarily out of stock of toilets. Toilets are due any day, and the buildings will resume their replacements.

CONTACT: David Broustis, (206) 684-4150

RESIDENTIAL LANDSCAPE

Natural Lawn & Garden Guides

The guides have been moving like hot cake this spring! Partly because of the concerns about water supply and the weather, there has been strong interest in Smart Watering, Choosing the Right Plants and our new Plant List. Smart Watering and Choosing the Right Plants are due for some updating, but we are reprinting them this year as is because of strong demand.

CONTACT: Nota Lucas (206) 684-5855

General Landscape Initiatives

This summer's landscape watering messages rolled out May 9 with radio ads about the inefficiencies of automatic irrigation systems, installing rain sensors, and watering deeply, but less frequently. The radio stations were chosen based on the demographics of their listeners and their listener ratings. We'll start the campaign with last year's "Overwatering" message, then the and new ads will be added in as they're developed. Stay tuned to KIRO 710, KPLU 88.5, KOMO 1000, King FM 98.1, and KVI 570 for sprinkler rebate information and watering tips.

CONTACT: Jenna Smith, (206) 684-5955

Irrigation Programs for Residential and Commercial Customers

This summer SWP is introducing new standard rebates for commercial and multifamily customers. The new rebates will be introduced to the landscape industry at a complimentary Rebate Training & Vendor Fair scheduled for June 24 at the Center for Urban Horticulture in Seattle. For program details and registration information, visit www.savingwater.org and click on "Landscape Contractor Training." Contractors who participate in the training and vendor fair are eligible to be listed on the Saving Water Partnership website. One of the SWP program's unique aspects is that, in order to qualify for a rebate, customers must have all of the work done by a licensed irrigation or landscape contractor. Last year a total of 25 firms participated in the program. Three of the firms were responsible for 56% of the rebates, generating thousands of dollars in additional water saving sales. The new standard rebates will provide many more easy opportunities for commercial and multifamily customers to upgrade system components and save water.

CONTACT: Jenna Smith, (206) 684-5955

COMMERCIAL

Commercial Toilet Replacement

A new program is now available for commercial customers looking to replace their old inefficient toilets with new low volume fixtures. In addition to the recent increase from \$60 to \$80 rebates for tank toilets, commercial customers are now able to choose a free toilet option. Interested customers can download an application from savingwater.org and submit their request.

Asset Management

SPU Planning for the Future Project Success Story

Project: Asset Information Management System (AIMS)

SPU Branch: Finance and Administration

Problem: SPU did not have easy access to the accurate and timely information that executives,